

DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS - ATASCADERO
PROGRAM III

JOB CLASSIFICATION: OFFICE TECHNICIAN (TYPING) -Program Secretary-

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Performs a variety of general office work. Performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks.

40%

RECEPTIONIST DUTIES:

- A. Receive, screen, and route incoming telephone calls: take messages, provide information, and refer to the appropriate staff member for follow through. Handle all incoming calls, forwarding only those calls specifically for other disciplines or that she/he is unable to handle personally.**
- B. Act as receptionist to representatives of outside agencies, the public, Hospital personnel and prospective employees.
- C. Screen incoming correspondence routed to the Program Director, independently prepare correspondence upon request, refer correspondence to appropriate staff members for reply, and follow through to insure deadlines are met.
- D. Schedule meetings and appointments for the Program Director and management staff, making adjustments in pertinent details as necessary.

35%

ONGOING DUTIES:

- A. Attend various meetings with the Program Director and/or management staff for the purpose of taking minutes, typing same, and distributing them to the appropriate Program and Hospital personnel.**
- B. Maintain knowledge of ongoing Program and Hospital activities, policies, and operating procedures and the dissemination of similar information to staff for their reference.
- C. Provide photocopies for the Program Director, other managers and the Clinical staff upon request.
- D. Develop and maintain a system for filing forms, documents, policies, legal material, minutes of meetings, schedules, reference materials, and other documents.**
- E. Type and process travel claims, travel advance requests, correspondence, forms, memoranda's, program policies and updates, consultations, performance evaluations and counseling reports, budget requests, maintenance work orders, storeroom requests, purchase order requests as needed and other miscellaneous items as they occur.**
- F. Maintain office supplies for the Program office.

- G. Maintain and update on an ongoing basis the Program Manual, Administrative Directives Manual, MSDS, and other manuals as needed. Type and revise Program Directives as requested.**
- H. Utilize the hospital computer system for entering hospital-wide documents when directed. Develop and maintain systems for obtaining patient tracking data which is both accurate and timely. Design computer reports in a format that is easily understood and usable. Retrieve and route reports in a timely fashion.**
- I. Arrange correspondence for Program Director's personal reply in order of priority with appropriate background material attached for reference.
- J. Review outgoing correspondence prepared by other staff members for Program Director's signature for consistency with administrative policy as well as format and grammatical construction.
- K. Perform timekeeping duties for Program management and the clinical staff. Provide Employee Time Usage reports each quarter for the Program Director to review and place in supervisor file.
- L. Organize and maintain confidential and administrative files.**
- M. Maintain program III staff database, working closely with the Nursing Coordinator to insure accuracy.

10%

CONSULTATION

- A. Act as a consultant and resource person in assisting the Program staff in the filing system, filling out various forms, secretarial procedures, supply ordering, timekeeping procedures, reproduction techniques, and others as requested.
- B. Assist the Program Director and management staff in the formulation and finalization of reports and documents.

5%

TRAINING COORDINATOR/ACCOUNT MANGER

- A. Schedule program staff for required training per hospital standards utilizing the training calendar published by the Training Department.**
- B. Notify staff and supervisors of scheduled training and verify attendance.**
- C. Maintain training compliance reports for presentation during program meetings, as well as at the request of program management and unit supervisors.**
- D. Data entry of completed training, Daily Acuity Staffing, SIR documents and distribution/entry of patient enrichment rosters, as well as entry of other data processes.**
- E. Provide and distribute training records to managers/supervisors for inclusion in evaluations or as requested.**
- F. Attend training coordinator/Account Manger meetings and report back any relevant information in program meetings.**

5%

OTHER RESPONSIBILITIES

- A. Gather and summarize data for preparation of clear and comprehensive reports and correspondence.
- B. Keep Program management informed of state of the art office procedures.
- C. Coordinate between the courts and Program business relating to court reports, staff subpoenas and appearances, questions, and related issues as requested.
- D. Acts as the designated team recorder for treatment team conferences. Utilizes computer programs to assist in updating treatment plans, team schedules and calendars. Communicates with clinical staff during treatment team reviews and inputs relevant information related to patient progress.
- E. Other duties and tasks as assigned including but not limited to filling in for other absent program office staff as needed.

5%

TRAINING

- A. Be available for workshops and training sessions to increase secretarial and team recording skills.
- B. Attend the Office Professional Organization meetings.

2. SUPERVISION RECEIVED

Program Director/Designee

3. SUPERVISION EXERCISED

N/A

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult, clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling and communicate effectively; provide functional guidance.

5. REQUIRED COMPETENCIES

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards

CPR

Not required

THERAPEUTIC STRATEGIES INTERVENTION (TSI)

Applies and demonstrates knowledge of correct methods in the prevention and management of assaultive behavior.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace that enables the employee to work effectively.

RELATIONSHIP SECURITY

Demonstrates the ability to maintain professional demeanor within the provider/patient relationship. Recognizes the value of appropriate boundaries related to protecting the security of the facility and the safety of staff and patients.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES

Ability to make contacts to insure maintenance and repair of various office equipment in Program III.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

Maintain knowledge of the local area network (LAN) and various computer programs and applications necessary to perform job duties.

6. LICENSE OR CERTIFICATION

N/A

7. TRAINING - Training Category =06

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

_____ Employee Signature	_____ Print Name	_____ Date
_____ Supervisor Signature	_____ Print Name	_____ Date
_____ Reviewing Supervisor Signature	_____ Print Name	_____ Date